Citywide Training & Development

Course Catalog

For Small Businesses in the Greater Columbus Area

January — March 2014

THE CITY OF
COLUMBUS
MICHAEL B. COLEMAN, MAYOR

DEPARTMENT OF
HUMAN RESOURCES

Vision:

To be an innovative provider of relevant organizational and personal training development opportunities.

Mission:

To promote, support and increase peak performance by providing City of Columbus employees and Enterprise customers (Greater Columbus residents and businesses) training and development opportunities which enable them to reach personal, professional and organizational excellence.

Values:

Citywide Training & Development is committed to inspiring innovation, encouraging life-long learning, challenging norms, remaining accountable and seeking performance excellence.

Does YOUR business qualify to receive FREE professional development training?

♦ Are you a Small Business Owner with less than 50 employees?

♦ Are you registered with the City of Columbus as a vendor?

♦ Are you a for-profit business owner looking for professional development opportunities for yourself and/or your staff?

If you answered yes to these questions, then Citywide Training & Development, part of the City of Columbus Human Resource Department, may be able to help!

For a limited time, Citywide Training & Development is offering FREE professional development seminars for small businesses and their employees. A wide range of soft skills course are available, including:

♦ Getting Started with Your Company's Facebook Page

♦ Marketing & Promoting Your Business

♦ What Great Managers Do

♦ Project Management

♦ Promoting Inclusion…

♦ ...and so much more

For more information or to register for one of these classes, contact Kris.

Contact Information:

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Microsoft Office 2010 Courses for Quarter 1

Citywide Training & Development

January

Session #	Course Title	Date	Times	Cost**
2442	Excel – Formula Writing & Basic Functions	Thursday 01/16/14	8:00am – 11:30am	$79
2443	Using Excel as a Database	Thursday 01/16/14	12:30pm – 4:00pm	$79
2444	Outlook Shortcuts & Organizing the Inbox	Wednesday 01/22/14	8:00am – 11:30am	$79
2445	Mail Merge with Word	Wednesday 01/22/14	12:30pm – 4:00pm	$79
2446	Excel – Decision Making Functions	Wednesday 01/29/14	8:00am – 11:30am	$79
2447	Microsoft Office Charts	Wednesday 01/29/14	12:30pm – 4:00pm	$79

February

Session #	Course Title	Date	Time	Cost**
2448	Excel Basics	Thursday 02/06/14	8:00am – 4:00pm	$129
2450	Word Basics	Tuesday 02/11/14	8:00am – 4:00pm	$129
2451	Microsoft Office Graphics	Wednesday 02/12/14	8:00am – 11:30am	$79
2452	Word Tables & Charts	Wednesday 02/12/14	12:30pm – 4:00pm	$79
2453	Excel – Decision Making Functions	Thursday 02/13/14	8:00am – 11:30am	$79
2454	Excel – Using Excel as a Database	Thursday 02/13/14	12:30pm – 4:00pm	$79
2455	Outlook Basics	Tuesday 02/25/14	8:00am – 4:00pm	$129
2449	PowerPoint Basics	Thursday 02/27/14	8:00am – 4:00pm	$129

March

Session #	Course Title	Date	Time	Cost**
2456	Microsoft Office Charting	Tuesday 03/04/14	8:00am – 11:30am	$79
2457	Outlook Shortcuts & Organizing the Inbox	Tuesday 03/04/14	12:30pm – 4:00pm	$79
2458	Using Excel as a Database	Wednesday 03/12/14	8:00am – 11:30am	$79
2461	Excel – Formula Writing & Basic Functions	Wednesday 03/12/14	12:30pm – 4:00pm	$79
2459	Mail Merge with Word	Wednesday 03/19/14	8:00am – 11:30am	$79
2460	Excel – Decision Making Functions	Wednesday 03/19/14	12:30pm – 4:00pm	$79
2462	Word Intermediate	Tuesday 03/25/14	8:00am – 4:00pm	$129
2463	Excel – Intermediate	Wednesday 03/26/14	8:00am – 4:00pm	$129
2464	PowerPoint Intermediate/Advanced	Thursday 03/27/14	8:00am – 4:00pm	$129

**Cost is $0 for eligible small businesses.

See course descriptions and requirements on the next page.

Computer Course Descriptions & Requirements

Excel Basics – This is the first level of Microsoft Excel 2010 and should be taken by those new to Excel or those needing a refresher on the basics. Topics taught include: exploring the Excel environment and becoming acquainted with Spreadsheet terminology. Entering and editing text and numbers into the spreadsheet and basic spreadsheet formatting will be covered.   Formula writing will include the basic math operators, methods of writing formulas, copying formulas and basic Functions will be introduced. The basic class will include creating pie charts and column charts, headers and footers, printing and worksheet manipulation. **Cost $129,** Small Business participant $0

Excel – Formula Writing & Basic Functions – This seminar will teach you the basics of formula writing, showing tips and shortcuts and take you beyond basics to introduce you to some of the various functions that Excel offers. We will create 3-D Formulas; cover the various ways to paste formulas; explore manual calculations; and cover the very important feature of Formula auditing. *Participants must have prior experience working in Excel before taking this course.* **Cost: $79**, Small Business participant $0

Excel—Intermediate—This seminar focuses on several different features of Excel 1) work with multiple workbooks by creating a 3-D formula; 2)Organize data on a worksheet Outlining data, consolidate data, creating subtotals, and Range Names; 3)Database features of Sort and Filter; Conditional formatting; 4)Using and creating Excel's templates; 5)Creating Pivot Tables and Charts. *Attendees MUST have Basic Excel experience and equivalent knowledge.* **Cost: $129**, Small Business participant $0

Excel – Using Excel as a Database—Organizing Data using Excel as a Database - 3 hr Seminar. Topics Taught: Sort; Filter; Advanced Filter; Removing Duplicates; Subtotals; Groups, Custom Views; Data entry Lists; Pivot Tables/Pivot Charts. *Participants must have Basic Excel experience and equivalent knowledge.* **Cost: $79;** Small Business participant $0

Excel—Decision-Making Functions—Excel's Most Popular Decision Making Functions - 3 hr Seminar. Topics Taught: VLookup; If; Nested If; If(or; and; not) Sum, Count, and Average if and ifs, DFunction; Conditional Format; Absolute Reference. *You must have basic Excel experience or equivalent knowledge*. **Cost $79**; Small Business Participant:$0

Mail Merge with Word—2 hours Seminar. Topics include: Letters, Labels, and Lists. *Participants must have basic Word experience and equivalent knowledge.* **Cost: $79;** Small Business participants $0

Microsoft Office Charting – This seminar will take an in-depth look at enhancing a document with a Chart that could be added to a Word, Excel, or PowerPoint document. Trendlines, 3D, special formatting; popular chart styles; combination charts, creating and applying a chart template and Chart template files will be included. *Basic knowledge and prior use of each of these programs is required before taking this course*. **Cost: $79**; Small Business participant $0

Microsoft Office Graphics—This class concentrates on Creating and editing graphic features of Word, Excel and PowerPoint.   Those features include Clip Art; Word Art; Pictures, Smart Art; Venn Diagrams, Organizational Charts; Text Boxes, Drawing and more.   Whereas all three programs will be included in the seminar, it is not necessary that the student be familiar with all three programs. **Cost: $79**; Small Business participant $0

Outlook Basics – This is the first level of Outlook and should be taken by those new to Outlook or those needing a refresher on the basics. Topics covered include: Exploring & customizing Outlook today; composing & replying to email messages; attachments; Creating signature blocks; Out of office messages; Organizing email; Calendar functions including scheduling and meeting requests; working with contacts and groups. **Cost: $129;** Small Business participant $0.

Outlook Shortcuts & Organizing Your Inbox—The class will focus on time saving features of the software and how to use the software to organize your day. Some topics to be included are: Organizing with Folders with Folder Rules; Search Folders; Color Categories; Search and filter for email message in the Inbox; Conversation Cleanup; Signature Blocks; Creating calendar entries from an email; Voting Buttons; Quick Steps; and Attaching Outlook Items. ***Attendees should have working knowledge of sending, replying, forwarding emails, as well as adding contacts and using the calendar***. **Cost: $79**; Small Business participant $0

PowerPoint Basics—This seminar will show participants the tools to create a basic PowerPoint presentation. Participants will create and edit individual slides; move slides in the presentation as well as create a presentation from a PowerPoint Template. Students will format slides with font, bullets, and color options and use a theme to provide consistent formatting. Students will work with graphic elements of drawing, WordArt, Pictures and ClipArt. Participants will explore how to provide consistency in their presentation using Slide Master and finalize the presentation by adding transitions, creating speaker notes and creating handouts. **Cost: $129**, Small Business Participant $0

PowerPoint Intermediate—This 2nd level of PowerPoint seminars is dedicated to enhancing the presentation through graphics. Students will add video and audio clips and create photo albums. Additional graphic enhancements will include creating charts, diagrams, and Smart Art.   Students will add word and Excel files to their PowerPoint presentation, create hyperlinks, use actions buttons and create multiple custom presentations based on their presentation. Also covered is sharing presentation with others and preparing a presentation to transport. ***Attendees must have Basic PowerPoint experience and equivalent knowledge.*** **Cost: $129**; Small Business participant $0

Word Basics – This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. Topics taught: Using Word help, navigating a document; creating & editing a document; Formatting; Using proofing tools; printing documents and adding clip art. **Cost: $129**; Small Business Participant $0

Word Intermediate —This seminar focuses on 6 different features of word. 1) creating and Editing Word Tables; 2) Document formatting through the use of Styles; 3) Document formatting through the use of Outline and Columns; 4) Using the Graphic features of diagrams, drawing tools, and Smart Art;   5) Working with document revisions using Track Changes, Comments and restricting edits to the document; 6) Creating documents using Word Templates and Building Blocks. ***Participants must have Word Basics knowledge or equivalent knowledge.*** **Cost: $129**; Small Business Participant $0

Word—Tables and Charts—This 2 hrs seminar will cover topics that include: Creating and Editing Tables; creating and formatting a chart from a word table. ***Participants should have basic experience or equivalent knowledge in Word.*** **Cost: $79**; Small Business participant $0.

Conversational Spanish – Customer Service Level I*   5021

Do you interact with individuals who speak Spanish? Would acquiring basic Spanish communication skills be beneficial to you? This four-week course helps you become more adept at communicating with Spanish speakers. Each session builds upon information presented in the preceding session. Participants will study elements of Spanish with emphasis on spoken language; learn simple phrases in order to converse on a basic level; develop an understanding of cultural do's and don'ts and acquire idiomatic expressions.

One to two hours of study per week outside of work time is highly suggested. This interactive course is designed for employees with no Spanish experience.

Target Audience: Employees interested in developing basic conversational Spanish skills

Dates: **Every** Tuesday **and** Thursday, January 28 – February 20, 2014

Time: 8:00am—10:00am

Cost: $199; Small Business Participant $0

*EPA contact hours available

NEW

Conversational Spanish — Customer Service Level II*   5022

Did you enjoy your Spanish course? Would you like to acquire additional Spanish communication skills? This four-week course helps you increase your basic ability to communicate in Spanish. As with the introductory course, each session builds upon information presented in the preceding session.

One to two hours of study per week outside of work time is highly suggested. This interactive course is designed for employees who attended Conversational Spanish-Customer Service Level I.

Target Audience: Employees interested in developing additional conversational Spanish skills

Dates: Every Tuesday and Thursday, March 4 – March 27, 2014

Time: 8:00 a.m. – 10:00 a.m.

Cost: $199; Small Business Participant $0

Anger Management   EAP8001

Do you get angry at inappropriate times? Do you express your anger in a destructive manner? Learn to communicate more effectively by spotting potential anger-producing situations before they escalate. Use class time to practice positive ways to disagree with others and master strategies for coping with anger.

Target Audience:	Open	
Dates & Sessions:	January 17, 24 **and** 31	Sessions (2377, 2378 and 2379)
	March 10, 17 **and** 24	Sessions (2380, 2381 and 2382)
Time:	1:00pm—4:00pm	
Cost:	$59; Small Business Participant $0	

Dealing with Difficult People   OPT8013

Everyone must cope with difficult behaviors. This training identifies difficult behaviors you must deal with in both your personal and work lives. Come receive specific guidelines for interacting and coping with difficult behaviors.

Target Audience:	Open
Dates & Session:	January 22 (Session 2383)
Time:	8:00am—9:00 am
Cost:	$29; Small Business Participant $0

Meeting the Challenge of the Difficult Customer   OPT8024

In today's service-oriented world, providing excellent customer service is of paramount importance. Many good customer service training programs exist but this training takes a specific focus: How should an employee respond when a customer is unduly demanding, rude or potentially violent? Come learn tips on communication skills employees need to defuse tense situations.

Target Audience:	Open
Dates & Session:	January 22 (Session 2385)
Time:	9:15am—10:15am
Cost:	$29; Small Business Participant $0

Civility in the Workplace   8235

In today's service-oriented world, providing excellent customer service is of paramount importance. Many good customer service training programs exist but this training takes a specific focus: How should an employee respond when a customer is unduly demanding, rude or potentially violent? Come learn tips on communication skills employees need to defuse tense situations. Attendees must attend both days in sequence.

Target Audience:	Open
Dates & Session:	January 22 **and** 29 (Session 2410)
Time:	1:00pm - 4:00pm
Cost:	$39; Small Business Participant $0

Taking Charge of Your Time   OPT9088

Time may be our most valuable resource, but it is often given away thoughtlessly, unconsciously or reactively. Come develop a conscious appreciation of time as a precious asset by identifying and addressing time wasters. Learn to use time to your best advantage.

Target Audience:	Open
Dates & Session:	January 23 (Session 2386)
Time:	8:00am—9:00am
Cost:	$29; Small Business Participant $0

Simplify Your Life   OPT9059

Come examine your inner beliefs and see how they may identify personal roadblocks to streamlining the requirements of everyday living. Examine the impact of excuses we make to avoid personal change. Learn to begin to rid your life of clutter and simplify chores and commitments.

Target Audience:	Open
Dates & Session:	January 23 (Session 2387)
Time:	9:15am—10:15am
Cost:	$29; Small Business participant $0

Living in the Here & Now   EAP9080

Worrying, hurrying and being preoccupied seem to be the norm in our society today. Although it seems counter-intuitive, we can get more done and make fewer mistakes if we can slow down and bring all our resources to bear on each situation we encounter. Come learn to recognize techniques for becoming more calm and focused that will result in less stress. Focus on the here and now!

Target Audience:	Open
Dates & Session:	January 23 Session 2406) **or** March 26 (Session 2407)
Time:	1:00pm—4:00pm
Cost:	$39; Small Business participant: $0

Building Motivation & Morale   OPT6030

Minimizing workplace negativity is a must if you want to begin to understand what motivates people. Become aware that your management style can make a huge difference in motivating employees and increasing productivity. Practice problem-solving skills.

Target Audience:	Open
Date & Session:	January 28 (Session 2388) **or** March 12 (Session 2401)
Time:	8:00am—10:00am
Cost:	$39; Small Business Participant $0

Parenting Teens Information Session   EAP5041

Come join EAP and Citywide Training for an informational session concerning adolescent development and parenting styles that provides support and direction to teenagers and parents. Plus - receive an overview of services offered in our community to parents.

Target Audience:	All employees
Date & Session:	January 29 (Session 2372)
Time:	1:00 pm – 4:00 pm
Cost:	$59; Small Business Participants $0

Respect and Positive Interaction   OPT8037

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment. However, getting along in the workplace isn't easy. Learn how to use communication skills and behaviors that promote respectful, open ways of settling differences and working effectively as a team.

Target Audience:	All employees
Date: & Session:	January 30 (Session 2389)
Time:	8:00am—10:00am
Cost:	$39; Small Business Participants $0

Stress Management   EAP9048

Do you need to become more familiar with the emotional, behavioral and physical warning signs of stress? Come learn to identify personal stressors and incorporate practical and productive coping skills. Explore how to use cognitive and physical techniques for managing stress on the Job.

Target Audience:	All employees
Dates & Session:	February 3 (Session 2372) or
	March 21 (Session 2373)
Time:	1:00pm—4:00pm
Cost:	$59; Small Business Participant $0

Grief and Loss   OPT9024

At some time all employees will deal with grief and loss but many times are left alone to work through their grief. Any loss can leave a person feeling isolated and unsupported in the work environment. Come identify what to expect after a loss, explore the grief process and gain guidelines for appropriate support.

Target Audience: All employees

Date & Session: February 4   (Session 2390)

Time: 8:30am—9:30am

Cost: $29; Small Business Participant $0

Understanding Alzheimer's and Related Dementias   OPT6229

It's extremely painful to watch loved one's lose their memory, engage in uncharacteristic behavior and/or lose the ability to recognize family and friends. It's common to feel helpless and powerless when dealing with dementia or Alzheimer's. Come gain a better understanding of these conditions, discover available treatments and explore the impact on the family.

Target Audience: Open

Date & Session: February 4   (Session 2391)

Time: 9:45am—10:45am

Cost: $29; Small Business Participant $0

Getting Started with your Company's Facebook Page   6300

Users familiar with the Facebook social network will benefit from this beginner level workshop. Come learn the process of creating a Facebook company page, analytics of the page, the unique URL, apps and their uses, and much more.

Target Audience: All employees

Date & Session: February 6   (Session 2412)

Time: 8:00am—11:30am   .

Cost: $79; Small Business Participant $0

Successful Single Parenting   OPT2392

Parenting on your own can be a challenge. This program takes an upbeat approach to a topic that often causes stress for newly single parents. Participants have an opportunity to understand the value of a positive attitude and receive tips for both successful parenting and self-care.

Target Audience:	All employees
Date & Session:	February 6 (Session 2392)
Time:	8:00am—9:00am
Cost:	$29; Small Business participant $0

Creating Win-Win Dialogues   OPT5007

Did you know that ineffective speaking skills can hamper communication? Learn ways to create rewarding dialogue through effective communication and identify different channels of communication.

Target Audience:	All employees
Date & Session:	February 6 (Session 2393)
Time:	9:15am—10:15am
Cost:	$29' Small Business Participant $0

Dealing w/Difficult Conversations   8236

Whether initiating change, confronting someone about an issue or behavior, or delivering unfavorable news, difficult conversations in the workplace are inevitable. These conversations can be especially hard because of the uncertainty of how they'll be received, what they'll accomplish, or what consequences they will cause. But ignoring problems will not make them disappear – in fact, most will escalate if not addressed. This course can help you better prepare for communicating under tough circumstances to make your message more effective, help you better control the situation, and achieve a positive outcome.

Target Audience:	All employees
Date & Session:	February 11 (Session 2413)
Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0

NEW

Intrapreneurship   6219

Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company or even the department. Who wants to feel empowered and recognized for their innovative and creative ideas? Who wants to make a difference? If you answered yes to these questions, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.

Target Audience:	All employees
Date & Session:	February 11 (Session 2414)
Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0

Goal Setting for Success   9239

Attainable goals keep you and your coworkers moving forward in the right direction. This goal-setting course helps you identify what makes a goal attainable by discovering your strengths, weaknesses, opportunities and threats when setting goals. Many times goals are identified correctly but poorly accomplished because there is a lack of planning and strategy regarding how the goal will be achieved. This program will dig deep into the goal-setting process to practice writing measurable goals and strategize the best approach to make that goal a reality.

Target Audience:	Open	
Date & Session:	February 12 (Session 2416)	Time: 8:00am—12:00pm
Cost:	$79; Small Business Participant $0	

NEW

Public Servants Who Love to Come to Work   EAP9082

Sound too good to be true? Come practice a specific technique for conducting meetings and solving work-related problems that result in lots of team interaction and zero push-back from employees. We will practice this technique so you can experience its effectiveness yourself. Also it's easy to do!

Target Audience:	Open	
Date & Session:	February 12 (Session 2408)	Time: 1:00pm—4:00pm
Cost:	$59; Small Business Participant: $0	

MBTI & Communication   8095

The Myers-Briggs Type Indicator (MBTI) is a widely used instrument to help understand our personality types and how we prefer to communicate. In this course, you will take an in-depth look into your own personality style and explore how this affects your communication with those around you. **Note: If you have taken MBTI & You through CTD within the last 2 years, you do not need to repeat this course. Contact Kris to discuss how this differs from a previous course taken.

Target Audience:	Open	
Date & Session:	February 13 (Session 2415)	Time: 8:00am—4:00pm
Cost:	$119; Small Business Participant: $0	

Improving Communication Skills   OPT5008

A manager's communication skills can influence. Come learn to identify different methods of communication and practice active listening. Learn the difference between passive, aggressive and assertive communication. Become familiar with using positive communication for problem-solving and understanding the impact of written communication.

Target Audience:	Supervisors and Managers	
Date & Session#:	February 13 (Session 2394)	Time: 8:00am—10:00am
Cost:	$39; Small Business participant $0	

Promoting Inclusion   8251

This course covers diversity & inclusion in the workplace for employees, supervisors, team leaders and managers. Topics covered include what diversity is and how it influences their relationships with others, and how to differentiate between-and overcome-stereotyping, prejudice, and discrimination. Participants will explore how communication skills help in managing a diverse workforce and how diversity influences relationships between co-workers. We want others who are different from us to feel included and part of our organization, so this course will explore aspects of inclusion as well.

Target Audience:	Open
Date & Session:	February 13 (Session 2441)
Time:	8:00am—4:00pm
Cost:	$119; Small Business participant $0

Effective Presentations   6302

Participants will explore how to determine realistic presentations objectives, analyze the audience, use supporting materials effectively, organize a presentation clearly, and successful incorporate visual aids. Course activities also cover reducing the fear of speaking, remaining calm, appearing relaxed and improving the delivery of your presentation. Finally, participants will explore ways to assess the audience members and answer their questions, organize a persuasive presentation, and use reasoning and emotional appears to persuade an audience.

Target Audience:	Open		
Date & Session:	February 18 (Session 2417)	Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0		

What Great Managers Do   EAP9081

No particular management style works for everyone. Great managers understand their strengths and weaknesses and adopt a style that capitalizes on strengths while minimizing weaknesses. Discover how detecting strengths in you and in your team members can improve both productivity and morale.

Target Audience:	Supervisors and managers		
Date & Session:	February 18 (Session 2409)	Time:	1:00pm—4:00pm
Cost:	$59; Small Business Participants $0		

Project Management   (A one-day overview)   8034

This one-day program is the most practical and comprehensive introduction to the many facets of project management. From planning to scheduling, budgeting to risk management, it's all right here. Learn what it takes to stay on top of deadlines and expenses and ways to rebound quickly from surprises and setbacks. But most importantly, gain advanced communications skills to get ideas, instructions and requests across quickly and accurately.

Target Audience:	Supervisors and managers		
Date & Session:	February 18 (Session 2440)	Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0		

Improving Workplace Relationships 6095

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience, in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on the employee, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

Target Audience:	Open
Date & Session:	February 19 (Session 2418)
Time:	12:00pm—4:00pm
Cost:	$79; Small Business Participants $0

Managing Elder Care Resources OPT9084

Come discover how to reduce the stress and anxiety that arise from trying to make the best choices for an aging relative. Heighten your awareness of in-home, community and institutional resources plus learn about financial and legal issues. Find out how to make better decisions regarding eldercare issues.

Target Audience:	Open
Date & Session:	February 20 (Session 2395)
Time:	8:00am—10:00am
Cost:	$39; Small Business Participant $0

Navigating Elder Care Resources OPT9114

Navigating the maze of eldercare options can be confusing and overwhelming. This seminar will help clarify the process and give the caregiver some tools to use for gathering resources. Come discover ways to care for your parent or elderly relative while becoming aware of medical and non-medical care.

Target Audience:	Open
Date & Session:	February 20 (Session 2396)
Time:	10:15am—11:15am
Cost:	$29; Small Business Participant $0

LinkedIn—Let's Get Started   6301

This beginner level workshop walks users through the process of account set-up, alongside a detailed explanation of various LinkedIn features. Additional topics include best practices of summary statements, app uses and integration, joining groups, and much more!

Target Audience:	Open
Date & Session:	February 20 (Session 2419)
Time:	8:00am—11:30am
Cost:	$79; Small Business participant $0

NEW

Bullying in the Workplace   8613

Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent. This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers? All of these questions (and more!) will be answered in this one-day workshop. Participants must attend both days in sequence.

Target Audience:	Open		
Date:	February 20 **and** 27 (Session 2423)	Time:	8:00am—12:00pm
Cost:	$119; Small Business Participant $0		

Civil Service Testing Clinic   8010

Civil Service staff will walk you through the job analysis process, which is the building block to creating a current classification specification and examination. Participants will learn about the most common subtests used and have the opportunity to take a sample examination. The last hour of the clinic will take place in the computer lab to assist those who are interested with creating or updating their on-line profiles.

Target Audience:	Open
Date & Session:	February 21 (Session 2465)
Time:	8:00am—11:30am

Art of Listening   EAP5005

Discover your poor listening habits and techniques to correct them.. Learn to listen more effectively in a short period of time and practice listening in a lab situation. Also investigate using silence as a means of communication and learn to identify verbal turn-offs.

Target Audience:	Open
Date & Session:	February 21 (Session 2376)
Time:	1:00pm—4:00pm
Cost:	$59; Small Business Participant $0

Negativity in the Workplace   OPT8084

Learn to identify how negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Learn ways to stay focused, productive and positive.

Target Audience:	Open
Date & Session:	February 25 (Session 2397)
Time:	8:30am—9:30am
Cost:	$29; Small Business Participant $0

Improving Processes   OPT9099

If you want to deliver the best work product you can as efficiently as possible, come listen and learn to identify the basic components of a process and differentiate between core and support processes. Recognize key process improvement principles and how to apply a variety of process improvement tools.

Target Audience:	Open
Date & Session:	February 25 (Session 2398)
Time:	9:45am—10:45am
Cost:	$29; Small Business Participant $0

NEW

Public Relations Bootcamp   8611

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed. In this comprehensive course, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.

Target Audience:	Open
Date & Session:	February 25 (Session2420)
Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0

Building Resiliency   OPT9087

'Building Resiliency' explores the personal characteristics associated with being able to positively cope with unexpected challenges. Come explore the relationship between resiliency, stress and overall health and determine if you're a resilient person.

Target Audience:	Open		
Date & Session:	February 26 (Session 2399)	Time:	8:00am—9:30am
Cost:	$29; Small Business Participant $0		

Creativity and Innovation   7205

This course teaches creative thinking in the workplace. Develop creative thinking skills, mentally and physically prepare for creativity, incorporate innocence, intuition, and adventure into creative thinking, and use creativity to generate ideas and solve problems. The course describes exercises that can be used to prepare the mind and body for creative thinking and explains the most common ways creativity is incorporated into problem solving. Learn how to organize creative teams, conduct effective team sessions, avoid roadblocks to team creativity, increase creativity in a team, and use the creative problem-solving process.

Target Audience:	Supervisors and managers		
Date:	February 26 (Session 2421)	Time:	8:00am—400pm
Cost:	$119; Small Business Participant $0		

Hiring for Success: Behavioral Interviewing   8250

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This two-day workshop will give you the skills and tools to hire successful candidates.

Target Audience:	Open		
Dates:	February 26 (Session 2422)	Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0		

Defining Team Roles and Responsibilities   8267

When a team is working well together, the result is high productivity and satisfaction. However, when team roles and responsibilities are not clearly defined, the benefits of teamwork often vanish. This program helps ensure that every team operates at its highest potential by defining the team vision and mission, creating a mission critical action plan, establishing clear roles and expectations for individuals and obtaining unconditional commitment and accountability from every team member.

Target Audience:	Open
Date & Session	February 27 (Session 2424)
Time:	8:00am—12:00pm
Cost:	$79; Small Business Participant $0

Assertive Communication   EAP5006

Are you concerned about your self-esteem and want to become less passive and more assertive? Come develop skills and styles that will help you earn respect while learning to voice your opinion with confidence.

Target Audience:	Open		
Date & Session:	March 3 (Session 2375)	Time:	1:00pm—4:00pm
Cost:	$59; Small Business Participant $0		

Polite Practices in the Workplace   OPT9115

Come explore how both decent and poor manners impact your work environment. Special attention is paid to "tricky situations" and appropriate courtesies regarding communication with the opposite sec, clients and management. Also participant in a discussion about the appropriate use of electronic communication and voice mail.

Target Audience:	Open		
Date & Session:	March 4 (Session 2400)	Time:	9:00am—11:00am
Cost:	$39; Small Business Participant $0		

Personal Development Bootcamp   7402

Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you. Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!   *Participants must attend both days in sequence.*

Target Audience:	Open
Dates:	March 4 **and** 5 (Session 2425 and 2426)
Time:	8:00am—4:00pm
Cost:	$199; Small Business Participant $0

Communication Counts: Speaking & Listening for Results   8248

The cost associated with poor workplace communication is staggering. 70% of small to mid-sized businesses claim that ineffective communication is their primary problem. Employee misunderstandings are said to be very costly for all organizations, regardless of size. This half-day course will depict six common communication errors while providing tips on how to avoid them. This course will help participants understand communication is the best way to avoid problems in the workplace.

Target Audience:	Open
Date:	March 4 (Session 2467)
Time:	8:00am—12:00pm
Cost:	$79; Small Business Participant $0

Employee Accountability   8622

Organizations who promote accountability are more successful and more productive. In this one-day workshop, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

Target Audience:	Open
Date:	March 5 (Session 2427)
Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0

Self Leadership   7405

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, supervisors and managers. Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This one-day workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

Target Audience:	Open
Date:	March 11 (Session 2428)
Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0

Marketing for Your Small Business 9224

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This two-day workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies. *Participants must attend both days in sequence.*

Target Audience:	Open
Dates & Sessions:	March 11 **and** 18 (Sessions 2429 **and** 2430)
Time:	8:00am—4:00pm
Cost:	$199; Small Business Participant $0

Change Management 9225

This course teaches how to develop the skills to proactively address change and meet the challenges of transition in the workplace. Participants will learn how to develop the ability to effectively handle organizational changes by examining the transition process and understanding their own, and others, needs and responses to each phase.

Target Audience:	Open
Date & Session:	March 12 (Session 2431)
Time:	8:00am—12:00pm
Cost:	$79; Small Business Participant $0

Seven Meta-competencies of Exceptional Government Professionals 9226

Why are some people exceptional leaders and managers? Franklin University introduces the seven meta-competencies that the best government professionals utilize to make themselves, their organizations, and their communities successful. Countless professional and educational organizations have identified a myriad of competencies that a professional should possess and develop. The meta-competencies taught in this session focus on the seven overarching capabilities that are essential for mastering any set of competencies and maximizing your potential as a government leader and manager.

Target Audience:	Supervisors and Managers
Date & Session:	March 12 (Session 2432)
Time:	10:00am—11:30am
Cost:	$39; Small Business Participant $0

Managing Pressure and Maintaining Balance   8244

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This one-day course will help participants understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify pressure points. They will also learn how to apply emotional intelligence, increase optimism and resilience, and develop strategies for getting ahead.

Target Audience:	Open		
Date:	March 13 (Session 2433)	Time:	8:00am—4:00pm
Cost:	$119; Small Business Participant $0		

Developing High Performance Teams   8611

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This three-day workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.
Participants must attend all three days in sequence.

Target Audience:	Supervisors and Managers
Date:	March 13. 20 **and** 27 (Session 2434)
Time:	8:00am—4:00pm
Cost:	$279; Small Business Participant $0

Avoiding Burnout   OPT9086

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many, this can lead to burnout resulting in decreased productivity and dissatisfaction. Come examine causes of burnout, as well as potential remedies and examine myths surrounding burnout.

Target Audience:	All employees		
Date & Session:	March 18 (Session 2402)	Time:	9:00am—10:00am
Cost:	$29; Small Business Participant $0		

Depression in the Workplace   OPT9010

What's happening when an employee's behavior, demeanor and work performance start deteriorating? This behavior may be caused by depression. Cultural stereotypes and biases can create barriers against acknowledging depression and seeking appropriate help. Come learn to clarify the difference between feeling "down," sadness and depression. Plus, become familiar with methods of addressing depression from both the supervisor and employee point of view.

Target Audience:	All employees		
Date & Session:	March 18 (Session 2403)	Time:	10:15am—11:15am
Cost:	$29; Small Business Participant $0		

Working with the Differently Abled   OPT9116

Raise your awareness of human differences in the workplace and discuss how appreciating and accommodating these differences impacts the treatment of the differently abled. Learn how to appropriately interact with coworkers who are disabled and receive tips to help become more comfortable relating to coworkers with different abilities. The session provides opportunities for role-play and lively discussion.

Target Audience:	All employees		
Date & Session:	March 19 (Session 2404)	Time:	12:30pm—1:30pm
Cost:	$29; Small Business Participant $0		

Social Media Accounts Management   6302

More accounts, more problems - learn to use HootSuite to manage multiple accounts. Intermediate/Advanced workshop identifying the various online tools available to users who manage multiple social media accounts, analytics overview and much more.

Target Audience:	All employees		
Date & Session:	March 19 (Session 2437)	Time:	1:00pm - 4:00pm
Cost:	$79; Small Business Participant $0		

Communicating with Impact   8247

It is not unusual to hear people say, "We have a communication problem here." This two-day course will provide methods and information to analyze and improve your own communication and help you help others. We communicate in many ways: with body language, words, tone and eyes, to name a few. Understand the hidden meanings behind various communication methods and devise strategies to communicate more effectively and avoid unnecessary conflict.

Participants must attend both days in sequence.

Target Audience:	All employees
Dates:	March 20 **and** 27 (Session 2438 and 2439)
Time:	8:00am—4:00pm
Cost:	$199; Small Business Participant $0

So You Want to be a Leader?   OPT6242

In today's world, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment become critical elements of effective leadership. The training program provides a framework for becoming an effective and ethical leader. Come examine the qualities of an effective leader.

Target Audience:	All employees
Date & Session:	March 27 (Session 2404)
Time:	8:00am—9:00am
Cost:	$29; Small Business Participant $0

Citywide Training & Development

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CTD@Columbus.gov

THE CITY OF
COLUMBUS
MICHAEL B. COLEMAN, MAYOR

DEPARTMENT OF
HUMAN RESOURCES

SMALL BUSINESS TRAINING PARTICIPANT INFORMATION (Required) Please print.

LAST NAME: _____ FIRST NAME: _____ M.I. _____

EMAIL: _____

BUSINESS INFORMATION (Required) Please print.

BUSINESS NAME:_____

BUSINESS ADDRESS: _____

CITY: _____ ZIP_____ PHONE: _____

ACTIVE CONTRACT COMPLIANCE #: _____ # OF EMPLOYEES _____

Is this business registered with the Ohio Secretary of State as a Non-Profit ☐ Yes ☐ No

CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH A PARKING PASS. FAX YOUR COMPLETED REGISTRATION FORM TO 614-645-0466 or email to: CTD@columbus.gov Attention: Registrations

Course Selection

Session Number	Course Title	Primary reason for requesting this course	Course Date & Time	Cost (if applicable)

_____
Learning Participant's Signature (Required)

AUTHORIZATION INFORMATION: (if applicable)
Supervisor's signature indicates knowledge that this registration form will be submitted to CTD for processing and certify/acknowledge that all information is true to the best of your knowledge.

Small Business customer type:

Please complete this section.

☐   Employer ☐   Employee of a SB

Referral code (if applicable):_____

How did you hear about us?

_____
PRINT SUPERVISOR NAME

_____
SUPERVISOR SIGNATURE (if applicable)

_____
SUPERVISOR WORK EMAIL ADDRESS

_____/_____
SUPERVISOR WORK PHONE & FAX NUMBER

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